

### Web Portal FAQs

<b>1</b>	I received a letter that is addressed "Dear Provider", what is this for?	A letter is generated for active billing provider numbers only. This will allow a provider to establish an account with Alabama Medicaid on a secure web portal, which will allow access to process eligibility request, claim status request, prior authorization request and claims in real time.
<b>2</b>	I have setup my account, but now when I try to log back in I receive an error that my username/password is incorrect. Why is this happening?	When logging on for the first time, a user must select setup account. The Web User Name and Password entered on the account setup is what should be entered each time a user attempts to log back into the web portal's secure site. The password is case sensitive and should be entered exactly as it was when the account was setup. Password recommendations: <ul style="list-style-type: none"> <li>• 1 Lower and 1 Upper Case value;</li> <li>• 1 numeric value; and</li> <li>• a minimum of 8 bytes in length is required.</li> </ul>
<b>3</b>	I can't remember what my user name is, can you reset my account?	If unable to recall the user name entered at account setup, the help desk is able to reset your account with the appropriate authorization. Examples of this are provider id, NPI, Medicaid id and service location address. The email address of where the account information should be sent, will be confirmed by the user.
<b>4</b>	I can't remember what password I created, can you reset my account?	<ul style="list-style-type: none"> <li>• Yes, users are given the option to reset a password by answering the security questions that were established when the account was setup for a particular user name.</li> <li>• Please note these security answers are case sensitive.</li> <li>• If a user is unable to answer the security questions, then a new PIN would be issued per request by the EMC help desk.</li> </ul>
<b>5</b>	When do I need to use my Web User Name?	<ul style="list-style-type: none"> <li>• For Trading Partners: The Web User Name will be used to access the secure website.</li> <li>• For Provider Electronic Software Users: The Web User Name should be entered in the Options setup under the Batch tab, in the Web Logon ID field.</li> </ul>

<b>6</b>	If I logon as a Provider, how do I setup multiple users in my office?	<p>The instructions for setting up Clerks can be found in the Web User Guide.</p> <p><a href="https://www.medicaid.alabamaservices.org/ALPortal/">https://www.medicaid.alabamaservices.org/ALPortal/</a></p> <p>Select AL Links, under Documentation, select Interactive Service – Web User Guide.</p>
<b>7</b>	How will a see if my claims are going to pay or deny between checkwrites now that I can no longer retrieve by Claim Status Requests?	<p>You can go to the web portal and search for batches of claims submitted by doing a partial search on the julian date. Instructions on how to perform this search are outlined in the February 2008 Provider Insider.</p> <p>Providers may also submit a 276 (Claim Status Request) and we will return a 277 (Claim Status Response).</p>
<b>8</b>	Will downloading my Remittance Advice on the web portal stop my paper RA?	<p>No, your paper will continue to be mailed, going to the website is a quicker way to view your RA.</p>